Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Dasan Electron Headsets from JPL Europe with Avaya 1100 Series IP Deskphones using a DA-30 Cord – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning the Dasan Electron headsets using a DA-30 cord from JPL Europe with the 1100 Series IP Deskphones from Avaya to ensure full interoperability.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the configuration steps for provisioning Dasan Electron headsets from JPL Europe using a DA-30 cord with Avaya 1100 Series IP Deskphones. JPL Europe design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability for the combination of headset and chord from JPL Europe to connect to the Avaya 1100 series IP Deskphones and allow users of the deskphone to speak and listen when a call is either made or received, i.e., verifying an audio path in both directions. The type of calls made included calls to voicemail, to local stations, and to the PSTN.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

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2.1. Interoperability Compliance Testing

The interoperability compliance testing includes testing on the latest version of Avaya 1100 Series IP Deskphones. The following three headsets from JPL Europe were tested and these are sold using different names depending on the country. All of these names are included in each bullet point below.

- DH-027T (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB) (Agent-500, Agent-600, Agent-700 and Agent-800) series.
- DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300) headsets, which will be referred to as [DH-031T (Radius Series) headsets].
- DH-035T headsets.

The following series of Avaya telephones are tested against.

Hardware	**Software**
• Avaya 1140E	UNIStim
• Avaya 1120E	UNIStim
• Avaya 1140E	SIP
• Avaya 1120E	SIP

RJ-9 Leads/Cords used.

- DA-30 (Geni)
- SK-A10

2.2. Test Results

All compliance test cases passed successfully. The following observation was noted.

- No configuration changes were made on the individual telephone. Whatever default settings for the headset were in place was used to test with.

2.3. Support

Support from Avaya is available by visiting the website http://support..avaya.com. Support from JPL-Europe is available at:

JPL Europe GmbH
Dieselstrasse 34
D-84056 Rottenburg
+ 49(0)8781 2014130
info@jpl-europe.eu
www.jpl-headsets.com

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3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Dasan Electron headsets are connected via the headset port using a DA-30 RJ-9 modular plug supplied by JPL Europe to the Avaya 1100 Series IP Deskphones.

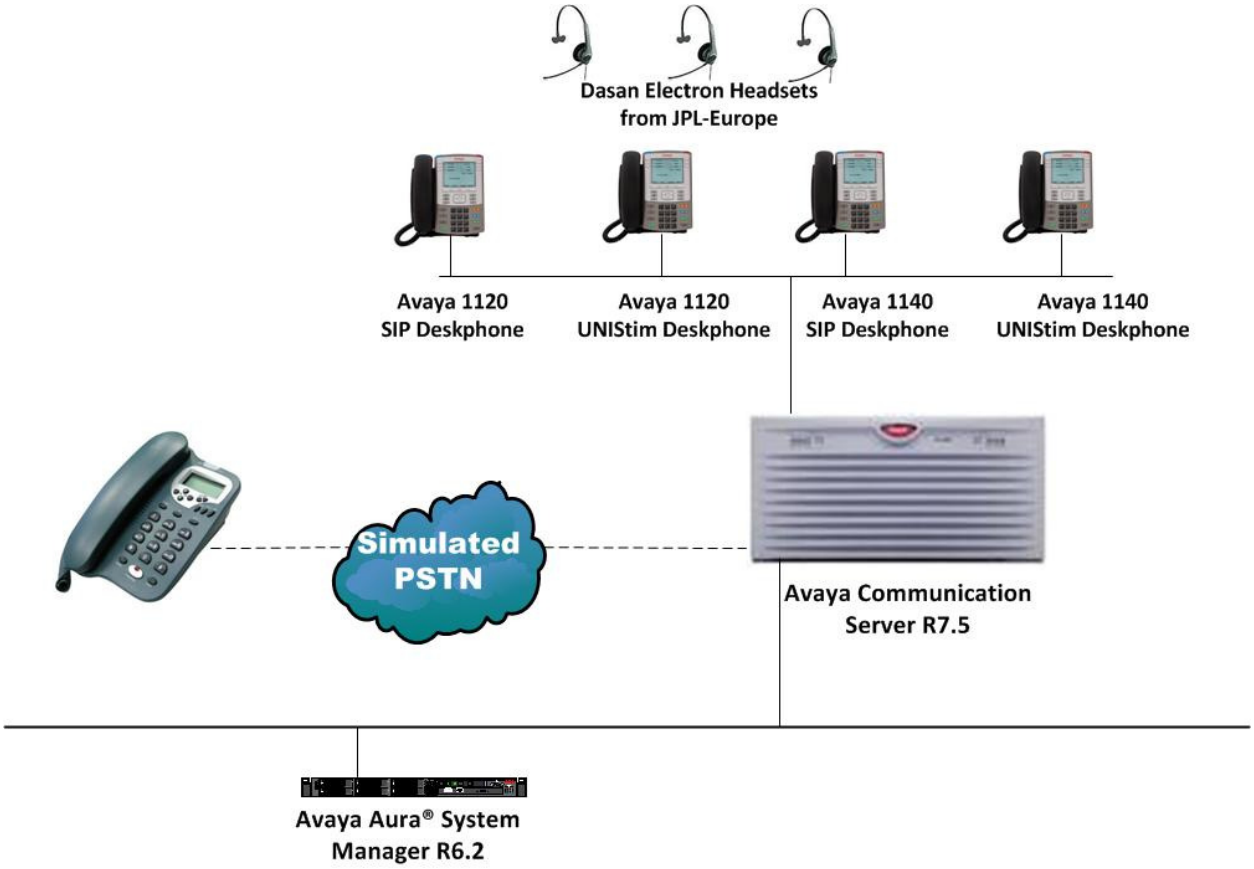

Figure 1: Network Solution of the Dasan Electron Headsets from JPL Europe connecting to Avaya 1100 Series IP Deskphones via DA-30 RJ9 cord

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4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment Description	Software Release
Avaya Communication Server 1000E running on an Avaya CPPM	R7.5
Avaya 1120E IP Deskphone	UNIStim 0624C8Q
Avaya 1120E IP Deskphone	SIP 04.00.04.00
Avaya 1140E IP Deskphone	UNIStim 0625C8Q
Avaya 1140E IP Deskphone	SIP 04.03.09.0
JPL Europe Headset DH-027T • (JPL-601PM, JPL-601PB, JPL-602PM, JPL-602PB) • (Agent-500, Agent-600, Agent-700 and Agent-800)	N/A
JPL Europe Headset DH-031T (Radius-2000, Radius-2100, Radius-2200, Radius-2300)	N/A
JPL Europe Headset DH-035T	N/A
JPL Europe RJ-9 Cords • DA-30 (Geni) • SK-A10	N/A

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5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning Avaya Communication Server 1000E (CS1000E) is in place with the necessary licensing. For further information on the configuration of CS1000E please see **Section 9** of these Application Notes.

5.1. Configuring Avaya 1100 Series IP Deskphones

It is assumed that the Avaya 1100 Series IP Deskphones, UNIStim and SIP, are all configured. For further information on how to configure these deskphones please see **Section 9** of these Application Notes.

Note: An example of a configured 1140E UNIStim and SIP deskphone is included in the **Appendix** of these Application Notes.

5.2. Setting the Audio Path on Avaya 1100E Series IP Deskphones

The OnHook Default Path option allows the use of the headset or the Handsfree feature to operate the IP Deskphone while it is on-hook. To enable the OnHook Default Path,

1. Press the Services key.
2. Select Telephone Options.
3. Select OnHook Default Path.
4. Press the Up/Down navigation keys to highlight Headset Enable.
5. Press the Select soft key to save the default path and return to the Telephone Options menu.

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6. Configure Dasan Electron Headsets

There are several RJ-9 cords available to connect the Dasan Electron headsets to the Avaya telephones depending on the telephone in question. For the Avaya 1100 Series IP Deskphones there are two possible cords that are compatible but the suggested cord for use is the DA-30 Cord.

6.1. Connecting to Avaya 1100E Series Telephones

In connecting the Dasan Electron headsets to the Avaya 1100 Series IP Deskphones there suggested cord to use is the DA-30 in position 7. The DA-30 offers 8 switch positions which can be changed by selecting position 1 – 8 along the side of the cord. After compliance testing it was agreed that position 7 proved the best for audio and speech. The SK-A10 offered similar results as the DA-30 in position 7.

7. Verification Steps

The following steps can be taken to ensure that connections between the Dasan Electron headsets and 1100 Series IP Deskphones are achieved.

1. When the headset is connected to the telephone set press the HEADSET key on the telephone set. The headset LED should light up and dial tone should be heard.
2. To answer a call press the headset key when the telephone is ringing again the headset LED should be lit.

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8. Conclusion

These Application Notes outline the steps necessary to configure the Dasan Electron headsets from JPL Europe using a DA-30 cord to allow full interoperability with Avaya 1100 Series IP Deskphones. Please refer to **Section 2.2** of these Application Notes for test results and observations.

9. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at http://support.avaya.com

[1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5;* Document No. NN43001-611_05.02

[2] *Avaya 1140E IP Deskphone User Guide,* Document number NN43113-106

Dasan Electron headset product documentation can be found at http://www.jpl-headsets.com

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Appendix

Configure Avaya 1100 IP Telephones

Avaya 1140E IP UNIStim Deskphone

```
DES  JPL-Europe
TN   096 0 00 00  VIRTUAL
TYPE 1140
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL  0
ECL  0
TGAR 0
LDN  NO
NCOS 0
LNRS 16
XLST 0
SCPW 1234
SFLT NO
CAC_CIS 0
CAC_MFC 0
CLS  UNR FBD WTA LPR PUA MTD FND HTD TDD HFD CRPD
     MWD LMPN RMMD SMWD AAD IMD XHD IRA NID OLD VCE DRG1
     POD SLKD CCSD SWD LNA CNDD
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDD CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDD CFXD ARHD CNTD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
     UDI RCC HBTD AHA IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
     FDSD NOVD VOLA VOUA CDMR PRED RECA MCDD T87D SBMD
     KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
DNDR 0
KEY  00 SCR 5000
     01 MSB
     17 TRN
     18 AO6
     19 CFW
     20 RGA
     21 PRK
     22 RNP
     24 PRS
     25 CHG
     26 CPN
```


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Avaya 1140E IP SIP Deskphone

```
DES  SIP
TN   096 0 01 00  VIRTUAL
TYPE UEXT
CDEN 8D
CTYP XDLC
CUST 0
UXTY SIPL
MCCL YES
SIPN 1
SIP3 0
FMCL 0
TLSV 0
SIPU 3230
NDID 200
SUPR NO
UXID
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL  0
ECL  0
VSIT NO
FDN
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 0
SCI  0
SSU
LNRS 16
XLST
SCPW 3230
SFLT NO
CAC_CIS 0
CAC_MFC 0
CLS  UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
     MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
     POD SLKD CCSD SWD LNA CNDD
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDD CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDD CFXD ARHD FITD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
     UDI RCC HBTD AHA IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
     FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD ELMD
     MSNV FRA  PKCH MWTD DVLD CROD ELCD
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST  00
IAPG 1
```


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```
AACS NO
ITNA NO
DGRP
MLWU_LANG 0
MLNG ENG
DNDR 0
KEY  00 SCR 3230 0     MARP
        ANIE 0
     01 HOT U 3231 MARP 0
        ANIE 0
     02
     03
     04
     05
     06
     07
     08
     09
     10
     11
     12
     13
     14
     15
     16
     17 TRN
     18 AO6
     19 CFW 16
     20 RGA
     21 PRK
     22 RNP
     23
     24 PRS
     25 CHG
     26 CPN
     27
     28
     29
     30
```


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